

NOTE: Summation was begun forty minutes into meeting due to power outage.

CITY OF BLOOMINGTON  
TELECOMMUNICATIONS  
COUNCIL

SUMMATION OF MINUTES  
TUESDAY MAY 13, 2008

I. **Introduction and Comments**

Members present:

Jesse Strycker

Carl Zager

Suzann Owen

Eric Ost

Others present:

Justin Goodwin

Michael White

Rick Dietz

**Public:**

II. **Approval of Minutes**

Zager motioned for approval of 4-1-08 minutes. Minutes approved.

4-0-1.

**Old Business**

Zager asked for suggestions for the 2007 report. Owen suggested that the report be broken up into subheads and lists since the report is being done mostly for record. A city official may be reading this report and she thinks it to be visually appealing would help build interest in the report. Owen stated that some of the details of the emergency alerts could be put into an addendum with a summary stating the major issues regarding what has been resolved and what has not been resolved. Owen stated that instead of stating every word the FCC says to add that the response from the FCC is in the addendum may lead people into reading more of the report. Ost stated that the TCC plans to publish the 2007, as well as past reports, online for the public to view.

#### **IV. Public Comment**

No one from the public was present.

#### **Reports and Announcements**

##### **A.) BTC Members**

Zager stated that the city and the county have lost great customer service since the change from Insight to Comcast. If a resident has time to go into the office to get help they require that the customer service is still great but to call Comcast to get the same type of help has really gone down hill.

Zager stated that he had a memorandum of understanding that had been agreed to by the City of Bloomington Public Works, the City of Bloomington, the Monroe County Public Library and CATS. There is a copy of the memorandum in the official record.

Ost stated that to have the ability to link from CATS to the City of Bloomington online would be a great asset for the public.

Owen stated that the TCC portion of the City of Bloomington website is horribly out of date and that updates regarding the agendas, minutes, council information and information to reach the IURC should be added. Strycker stated that prior to the new City of Bloomington website conversion the information was updated and recent and wondered that if the conversion did not lose the information or if it had just not been added yet. Goodwin stated that the TCC portion of the website is a gray area right now in with who is to update their portion.

##### **B.) CATS**

**The report is in the official record.**

White presented the monthly report to the council.

##### **C.) Bloomington Digital Underground**

Zager wanted to add an update that Dietz had not heard any additional response from Comcast regarding emergency override alerts. Zager stated that it is now into the fourteenth month in trying to get information.

##### **D.) WTIU/TIU2**

**The report is in the official record.**

No one from WTIU/TIU2 was present. They are only required to attend meetings on a quarterly basis.

##### **E.) Comcast**

No one from Comcast was present. They are not required to attend due to the franchise being at the State level.

Owen stated that she did have one citizen inquiry regarding the frustration of online bill pay to Comcast. Owen stated the resident was very upset regarding how hard the

new system was now after the change. Zager stated that unfortunately they do not get the monthly report anymore to check call wait time or customer satisfaction.

**F.) AT&T**

No one from AT&T was present.

**III. Old Business**

**IV. New Business**

**V. Adjournment**

The next official meeting of the Telecommunications Council is set for Tuesday June 3, 2008 at 7:30 in the City Council Chambers